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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|----------------------|---------------------|------------------|
| 10/731,322 | 12/05/2003 | Subhash Chopra | 9637-000077 | 5054 |

27572 7590 03/23/2007
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| EXAMINER |
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ROSE, HELENE ROBERTA

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| ART UNIT | PAPER NUMBER |
|----------|--------------|

2163

| SHORTENED STATUTORY PERIOD OF RESPONSE | MAIL DATE | DELIVERY MODE |
|----------------------------------------|------------|---------------|
| 3 MONTHS | 03/23/2007 | PAPER |

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary

Application No.

10/731,322

Applicant(s)

CHOPRA ET AL.

Examiner

Helene Rose

Art Unit

2163

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 06 September 2006.
- 2a) ☒ This action is FINAL. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-46 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-46 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 05 December 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some * c) ☐ None of:
- 1) ☒ Certified copies of the priority documents have been received.
 - 2) ☐ Certified copies of the priority documents have been received in Application No. _____.
 - 3) ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date <u>2/13/06</u> | 6) <input type="checkbox"/> Other: _____ |

Detailed Action

1. In response to communication entered on 3/5/2007, applicant's request for reconsideration of the finality of the rejection of the last office action dated on 12/5/2006; is persuasive and therefore, the finality of that action is withdrawn.
2. In response to communication entered on 9/6/2006. Claims 1-5, 25, 29-31, and 39 were amended. No claims were cancelled nor added. Therefore, Claims 1-46 are presently pending
3. Applicants arguments with respect to claims 1-46 have been considered, but are not persuasive.

Information Disclosure statement

4. The information disclosure statement (IDS) submitted on 2/13/06, the US Publication No. 2002/138427; has not been considered by the Examiner.

The office action mailed on 6/6/2006, indicated that the Examiner believed the following "US Publication No. 2002/138427", has been incorrectly cited and believed to be 2003/0138427, in which the applicant confirmed on page 23 of remarks submitted on 9/6/2006, to be incorrectly cited.

However, no information disclosure statement was submitted to correct error. Therefore, the US Publication Number 2002/138427 - has not been considered in this regards, due to error. Appropriate correction is required in order for it to be considered.

Specification

Abstract

5. In view of the abstract of the disclosure being objected to because it exceeded the maximum character amount of 150 words. **Examiner withdraws this objection due to the abstract amendment.**

Claim Rejections – 35 U.S.C – 112

6. In view of Claim 30 being rejected under 35 U.S.C. 112, second paragraph because it includes the following, "(measured and inferred)" within the claim and enclosed within parenthesis, and therefore, it is unclear to the Examiner if the enclosed limitation is separate limitation of the claim. **Examiner withdraws this rejection based on the amendment to the claim.**

Claim Rejections – 35 U.S.C –102

7. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

8. Claims 1-46 are rejected under 35 U.S.C. 102(e) as being anticipated by Malik et al (US Publication No. 2003/0065779, Filing Date of Patent: September 20, 2002).

Claim 1:

Regarding claim 1, Malik teaches a communications management apparatus comprising a networked (Figures 1 and 2, all features, Malik) computing means on which is provided:

a translation agent with access to usage data of a plurality of communications resources (page 1, section [0007] and [0008], Malik);

a database accessible to the translation agent (page 6, section [0085], Malik) and including data in the system-specific format to assist the translation agent to convert this to the common format (page 14, section [0219], Malik); and

a processing agent (Figure 5B, all features, wherein the calls can be deleted from the log and page 10, section [0141], Malik), wherein

said translation agent is arranged to consolidate the usage data of plurality of communications resources by consulting said database (page 1, section [0007] and [0008], Malik) and converting system-specific data to data having a said common format (page 14, section [0219], Malik); and

said processing agent is arranged to infer a **duration for a communication event** that does not have a recorded duration (Figure 5A, diagrams 134,136,138,140 and 142 – wherein an email log is illustrated and further defined in paragraph [0155]; wherein applicant specification paragraph 0010,

Art Unit: 2163

wherein it states some types of communications events, for example email logs, do not store duration data and therefore the processing agent preferably also includes at least one rule for inferring a duration measurement in respect of at least communications events without a recorded duration, and suitable rules include a defined time per byte of data transmitted, a defined time for any data transmission, and a defined time per byte of data transmitted up to a defined maximum – wherein Figure 5, size pertaining to bytes, minutes, seconds, and so forth and paragraph [0066], wherein the Message Logs may include one or more call activity logs that keep track of calls or communications activity by the user, and wherein the Message Logs function allows the user to keep track of all types of communications activity including conventional messages such as voice mails, e-mails, faxes, and pages, and wherein the Message Logs function allows the user to keep track of other types of messages such as instant messages, conversations in a chat room, and attempts at contact made by others, Malik).

Claims 2 and 26:

Regarding claims 2 and 26, Malik teaches wherein the processing agent is arranged to infer a **duration for a communication event** that does not have a recorded duration with reference to time per byte of data transmitted (page 14, section [0223], Malik).

Claim 3:

Regarding claims 3, Malik teaches wherein the processing agents is arranged to infer a **duration for a communication events** that do not have a recorded duration are inferred with reference to a defined time for any data transmission (Figure 12, diagram 272 and page 16, section [0237], wherein time duration is not recorded in email logs, Malik).

Claim 4:

Regarding claim 4, Malik teaches wherein the processing agents is arranged to infer a **duration for a communication event** that do not have a recorded duration are inferred with reference to a defined time per byte of data transmitted up to a defined maximum (Figure 5B, diagram 159, wherein it only shows today's outbound and inbound calls, Malik).

Art Unit: 2163

Claims 5 and 29:

Regarding claims 5 and 29, Malik teaches wherein the processing agent retains staff cost for conversion of duration into staff costs (paragraph [0249], and paragraph [0291], Malik).

Claim 6:

Regarding claim 6, Malik teaches wherein processing agent includes a plurality of staff cost data for a plurality of staff grades (Figure 5B, diagram 159, wherein the length of the call is defined, Malik).

Claim 7:

Regarding claim 7, Malik teaches wherein the processing agent includes a plurality of staff cost data for a plurality of dates (Figure 5B, diagram 159, wherein the time and date along with the length of call is defined, Malik).

Claim 8:

Regarding claim 8, Malik teaches wherein processing agent includes a plurality of staff cost data for times of the day (Figure 5B, diagram 159, wherein the date, month and year and time of day is defined for each call, Malik).

Claim 9:

Regarding claim 9, Malik teaches wherein the processing agent includes a plurality of staff cost data for days of the week (Figure 5B, wherein it identifies a list of calls that was made, along with date, time, month, length, Malik).

Claim 10:

Regarding claim 10, Malik teaches wherein the processing agent retains transmission cost data for conversions of duration into transmission cost (page 11, section [0156], Malik).

Claims 11 and 18:

Regarding claims 11 and 18, Malik teaches wherein the processing agent retains transmission cost data for conversion of size measurements into transmission cost (Figure 5, diagrams 134, 138, 140 are interpreted to be the size measurements, Malik).

Art Unit: 2163

Claims 12 and 20:

Regarding claims 12 and 20, Malik teaches wherein the processing agent includes a plurality of transmission cost data for a plurality of different destinations (page 12, section [0162] and (page 17, section [0250], Malik).

Claim 13:

Regarding claim 13, Malik teaches wherein the processing agent includes a plurality of transmission cost data for plurality of different media (page 9, section [0130], Malik).

Claims 14 and 21:

Regarding claims 14 and 21, Malik teaches wherein the processing agent includes a plurality of transmission cost data for a plurality of different routes (page 12, section [0164] and page 6, section [0098], Malik).

Claims 15 and 22:

Regarding claims 15 and 22, Malik teaches wherein the processing agent includes a plurality of transmission cost data for a plurality of different dates (page 20, section [0273], and page 14, sections [0187], [0193], [0198], [0206], [0216], date for each type of communication Malik).

Claim 16:

Regarding claim 16, Malik teaches wherein the processing agent includes a plurality of transmission cost data for a plurality of different times of the day and days of the week (page 7, section [0112], Malik)

Claim 17:

Regarding claim 17, Malik teaches wherein the processing agent retains infrastructure cost data for conversion of duration into infrastructure cost (Figure 5A, diagram 136, Malik).

Claim 19:

Regarding claim 19, Malik teaches wherein the processing agent includes a plurality of transmission infrastructure cost data for a plurality of different types infrastructure types (Figure 5, all features, wherein the conversion of voicemail, fax, e-mail is defined according to its appropriate sizes, see diagrams 134, 136, 138, 140 and 142, Malik).

Art Unit: 2163

Claim 23:

Regarding claim 23, Malik teaches wherein the processing agent includes a plurality of infrastructure cost data for a plurality of different times of the day (page 14, section [0188], [0194], [0199], 0207], 0216], time for each type of communication, Malik).

Claim 24:

Regarding claim 24, Malik teaches wherein the processing agent includes a plurality of infrastructure cost data for different days of the week (Figure 16, wherein Bellsouth is indicated in left corner, wherein Monday is defined and indicating a new message, Malik).

Claim 25:

Regarding claim 25, Malik teaches a method of managing communications by determining costs associated with the use of communications resources, comprising the step of:

accessing usage data from a plurality of communications resources (REFER to claims 1 and 31m wherein this limitation has already been addressed, Malik);

consolidating said usage data from system-specific formats to a common format (REFER to claims 1 and 31 wherein this limitation has already been addressed, Malik);

costing communication events that have a recorded duration (Referring to paragraph [0115], wherein If the monitoring and retrieval of the data about the user involves a charge, then the CIR manager 10 may communicate with the user as to whether to proceed with the monitoring and retrieval, how to pay for the charge, etc, Malik);

inferring a duration for communication events that have a recorded duration (Figure 5, diagram 159. wherein duration is defined, Malik); and

inferring costs for communication events that do not have a recorded duration (REFER to claim 31, wherein this limitation has already been addressed, Malik).

Claim 27:

Regarding claims 27, Malik teaches wherein the costs for communication events that do not have a recorded duration are inferred with reference to a defined time for any data transmission (Figure 12, diagram 272 and page 16, section [0237], wherein time duration is not recorded in email logs, Malik).

Claim 28:

Regarding claim 28, Malik teaches wherein the costs for communication event that do not have a recorded duration are inferred with reference to a defined time per byte of data transmitted up to a defined maximum (Figure 5B, diagram 159, wherein it only shows today's outbound and inbound calls, Malik).

Claim 30:

Regarding claim 30, Malik teaches wherein the transmission cost data is retained for the conversion of duration into transmission costs (Figure 5B, diagram 159, Malik).

Claim 31:

Regarding claim 31, Malik teaches a communications management apparatus comprising a networked (Figures 1 and 2, all features, Malik) computing means on which is provided:

a translation agent with access to usage data of a plurality of communications resources (page 1, section [0007] and [0008], Malik);

a database accessible to the translation agent (page 6, section [0085], Malik) and including data in the system-specific format to assist the translation agent to convert this to the common format (page 14, section [0219], Malik); and

a processing agent (Figure 5B, all features, wherein the calls can be deleted from the log and page 10, section [0141], Malik), wherein

said translation agent is arranged to consolidate the usage data of plurality of communications resources by consulting said database (page 1, section [0007] and [0008], Malik) and converting system-specific data to data having a said common format (page 14, section [0219], Malik); and

said processing agent is arranged to identify unknown addresses present in the usage data but not contained in the database **so as to mark unidentified addresses for identification** (paragraph [0019] and paragraphs [0253-0254], wherein ignoring the call, and if the user chooses the action feature to ignore the call, then the incoming call is not terminated to the user, the CIR manager may log an entry in a table relating to a user communications, about the attempt at communication represented by the incoming call, and wherein paragraph [0019], the entries in the message log of the CIR manager allow a

Art Unit: 2163

user to keep track of generally all of the user communications, wherein for example, the message log may include entries relating to telephone calls, an entry for a telephone call to the user that had gone unanswered whether the line was busy or for other reasons, wherein this is equivalent to a message being sent, and wherein ignoring the call is interpreted to be the detecting the unknown address, and wherein records whether the call was busy and so forth, wherein recording entries in the message log is interpreted to be threshold, wherein a response is given, i.e. busy, and recorded, which is equivalent to marking unidentified address, Malik)

Claims 32 and 40:

Regarding claims 32 and 40, Malik teaches wherein the processing agent causes a message to be sent where such an unknown address is detected a number of times above a pre-set threshold (page 17, section [0253], Malik)

Claims 33 and 41:

Regarding claims 33 and 41, Malik teaches wherein said threshold is defined as a pre-set number of occurrences within a pre-set time interval (Figure 15, diagram 310, wherein 5 miles is equivalent to a pre-set time, wherein two listing are found, Malik).

Claims 34 and 42:

Regarding claims 34 and 42, Malik teaches wherein said message is sent to an address local to networked computing means and associated with the communications event in which the unknown address was detected (page 15, section [0229], Malik).

Claims 35 and 43:

Regarding claims 35 and 43, Malik teaches wherein said local address is one included in the communications event (page 7, section [0109], Malik).

Claims 36 and 44:

Regarding claims 36 and 43, Malik teaches wherein said local address one correlated with the local address included in the communications event but associated with different communications channel (Figure 3, all features, wherein diagram 50 is connected to diagram 102 and 104, wherein diagram may

Art Unit: 2163

include modem 108 or other device channel communications over diagram 104, see page 7, section [0109], for more clarity, Mailk).

Claims 37 and 45:

Regarding claims 37 and 45, Malik teaches wherein said message is sent via email (Figure 8, diagram 218, Malik).

Claims 38 and 46:

Regarding claims 38 and 46, Malik teaches wherein said email message includes a link to a web page adapted to accept identifying information for the unknown address and to update the database accordingly (page 15, section [0229] and page 7, section 0113, wherein update is defined, Malik).

Claim 39:

Regarding claim 39, Malik teaches a method of managing communications by determining costs associated with the use of communications resources, comprising the step of:

accessing usage data from a plurality of communications resources (REFER to claims 1 and 31m wherein this limitation has already been addressed, Malik);

consolidating said usage data from system-specific formats to a common format (REFER to claims 1 and 31 wherein this limitation has already been addressed, Malik);

costing communication events that have a recorded duration (REFER to claim 25, wherein this limitation has already been addressed, Malik);

maintaining a database of communications addresses to identify known addresses; and

identifying unknown addresses present in the usage data but not contained in the database **so as to mark unidentified addresses for identification** (REFER to claim 31, wherein this limitation has already been addressed, Malik).

Examiner Response to Applicant Arguments

(9) **Applicant Argues:**

Applicant argues that prior art fails to disclose the feature of claim 1, "processing agent is arranged to infer a **duration for a communication event that does not have a recorded duration**".

Examiner Response:

Examiner is not persuaded. See Figure 5A, diagrams 134,136,138,140 and 142 – wherein an email log is illustrated and further defined in paragraph [0155]; wherein applicant specification paragraph 0010, wherein it states some types of communications events, for example email logs, do not store duration data and therefore the processing agent preferably also includes at least one rule for inferring a duration measurement in respect of at least communications events without a recorded duration, and suitable rules include a defined time per byte of data transmitted, a defined time for any data transmission, and a defined time per byte of data transmitted up to a defined maximum – wherein Figure 5, illustrates sizes pertaining to bytes, minutes, seconds, and so forth; and paragraph [0066], wherein the Message Logs may include one or more call activity logs that keep track of calls or communications activity by the user, and wherein the Message Logs function allows the user to keep track of all types of communications activity including conventional messages such as voice mails, e-mails, faxes, and pages, and wherein the Message Logs function allows the user to keep track of other types of messages such as instant messages, conversations in a chat room, and attempts at contact made by others; and paragraph [0223], wherein the CIR manager uses the data from the responses to cause the message center to display the message information relating to the communication of a user, wherein the information may be displayed in a table of the message center as illustrated in Figure 5A, diagram 134,136,138,140,and 142).

(10) **Applicant Argues:**

Applicant argues that prior art fails to disclose the step of claim 25, "inferring a duration for communication events that do not have a recorded duration".

Examiner Response:

Examiner is not persuaded. See paragraph [0179], wherein after start action 162 and receipt of the request to view the message center 130 in action 164, the CIR manager 10 takes action 166 to obtain the information for inclusion in the display of the message center, wherein for example, the CIR manager 10 may communicate through the gateway 28 over the Internet or otherwise to a telecom manager 40 through the PSTN 38 to obtain information related to the user's communications, wherein this is interpreted to be equivalent to "inferring a duration for communication events that do not have a recorded duration", and through the telecom manager 40, the CIR manager 10 may request information on wireline (also referred to as landline), wireless, fax, and page communications relating to the user and the CIR manager 10 may communicate with other information sources as appropriate to obtain information on communications relating to the user.

(11) **Applicant Argues:**

Applicant argues that prior art fails to disclose the feature of claim 31, "processing agent is arranged to identify unknown addresses present in usage data but not contained in the database so as to mark unidentified addresses for identification".

Examiner Response:

Examiner is not persuaded. See paragraph [0019] and paragraphs [0253-0254], wherein ignoring the call, and if the user chooses the action feature to ignore the call, then the incoming call is not terminated to the user, the CIR manager may log an entry in a table relating to a user communications, about the attempt at communication represented by the incoming call, and wherein paragraph [0019], the entries in the message log of the CIR manager allow a user to keep track of generally all of the user communications, wherein for example, the message log may include entries relating to telephone calls,

Art Unit: 2163

an entry for a telephone call to the user that had gone unanswered whether the line was busy or for other reasons, wherein this is equivalent to a message being sent, and wherein ignoring the call is interpreted to be the detecting the unknown address, and wherein records whether the call was busy and so forth, wherein recording entries in the message log is interpreted to be threshold, wherein a response is given, i.e. busy, and recorded, which is equivalent to marking unidentified address.

(12) **Applicant Argues:**

Applicant argues that prior art fails to disclose the step of claim 39, "identifying the unknown addresses present in the usage data but not contained in the database so as to mark unidentified address for identification".

Examiner Response:

Examiner is not persuaded. See above as it relates to applicant's argument No. 11, wherein applicant argument has already been addressed.

(13) **Applicant Argues:**

Applicant argues that prior art fails to teach, "inferring a duration for a communication event that does not have a recorded duration".

Examiner Response:

Examiner is not persuaded. See above as it relates to applicant's argument No. 10, wherein applicant argument has already been addressed.

(14) **Applicant Argues:**

Applicant argues that prior art fails to teach, "costing communication events".

Examiner Response:

Examiner is not persuaded. Referring to paragraph [0115], wherein If the monitoring and retrieval of the data about the user involves a charge, then the CIR manager 10 may communicate with the user as to whether to proceed with the monitoring and retrieval, how to pay for the charge, etc.

(15) **Applicant Argues:**

Applicant argues that prior art fails to teach, metrics for inferring a duration for a communication event that does not have a recorded duration or the retention of cost data relating to staff costs, transmission cost or infrastructure cost, and hence does not disclose utilization of these features in connection with calculating costs associated with the user of communication resources.

Examiner Response:

Examiner is not persuaded. Referring to "metrics for inferring a duration for a communication event that does not have a recorded duration or the retention of cost data relating to staff cost, transmission cost, or infrastructure cost", See Examiner's response above regarding applicant's argument, as it relates to claim 25, "metrics for inferring a duration for a communication event that does not have a recorded duration", wherein this limitation has already been addressed.

In regards to "the retention of cost data relating to staff cost, transmission cost, or infrastructure cost", See paragraph [0249] and paragraph [0291] as it relates to "staff cost"; See paragraph [0156], as it relates to "transmission cost"; See Figure 5A, diagram 136 and Figure 16, wherein Bellsouth is indicated in left hand corner, and wherein Monday is defined and indicating a new message, which is interpreted to be equivalent to "infrastructure cost".

Referring to "utilization of these features in connection with calculating cost associated with the user of communication resources",

Examiner is not persuaded. In response to applicant's argument that the references fail to show certain features of applicant's invention, it is noted that the features upon which applicant relies (i.e., calculating) are not recited in the rejected claim(s). Although the claims are interpreted in light of the specification, limitations from the specification are not read into the claims. See *In re Van Geuns*, 988 F.2d 1181, 26 USPQ2d 1057 (Fed. Cir. 1993).

(16) **Applicant Argues:**

Applicant argues that prior art fails to teach, *"a message being sent in response to the detection of an unknown address a number of times above a preset threshold, and prior art does not teach in connection with maintaining the database communications addresses and calculating costs associated with the use of communication resources"*.

Examiner Response:

Examiner is not persuaded. In response to, "a message being sent in response to the detection of an unknown address a number of times above a preset threshold". Examiner refers to paragraph [0019] and paragraphs [0253-0254], wherein ignoring the call, and if the user chooses the action feature to ignore the call, then the incoming call is not terminated to the user, the CIR manager may log an entry in a table relating to a user communications, about the attempt at communication represented by the incoming call, and wherein paragraph [0019], the entries in the message log of the CIR manager allow a user to keep track of generally all of the user communications, wherein for example, the message log may include entries relating to telephone calls, an entry for a telephone call to the user that had gone unanswered whether the line was busy or for other reasons, wherein this is equivalent to a message being sent, and wherein ignoring the call is interpreted to be the detecting the unknown address, and wherein records whether the call was busy and so forth, wherein recording entries in the message log is interpreted to be threshold, wherein a response is given, i.e. busy, and recorded and prior art does not teach, "In connection with maintaining the database communications". Referring to column [0019], wherein the entries in the message log of the CIR manager allow a user to keep track of generally all of

Art Unit: 2163

the user's communications, wherein for example, the message log may include entries relating to telephone calls, calls from wireless units, voice mail messages, pages, facsimile transmissions, or electronic mail messages and in addition, the message log may include entries relating to other types of communications of the user such as instant messages, chat room messages, etc, and wherein the message log may include entries relating to communications that have been placed in attempts to reach the user, for example, the message log may include an entry for a telephone call to the user that had gone unanswered whether for the user's line being busy or for other reasons, wherein voicemail, facsimile are equivalent and interpreted to be database communications.

Prior Art of Record

1. Malik et al

US PG Publication No. 2003/0065779

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

(17) **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the mailing date of this final action.

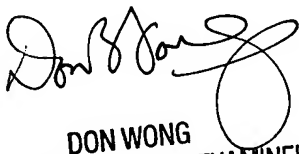
Point of Contact

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Helene Rose whose telephone number is (571) 272-0749. The examiner can normally be reached on 8:00am - 4:30pm Monday-Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Don Wong can be reached on (571) 272-1834. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

HRR
Technology Center 2100
March 14, 2007


DON WONG
SUPERVISORY PATENT EXAMINER
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